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IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant:	Harrison)	Examiner:	Nguyen, Cuong H.
Serial No.	08/919,450)	Art Unit:	3625
Filed:	August 28, 1997)	Attny Docket:	10547.15US1
Title:	System And Method For)		
	Computer-Aided Technician)		
	Dispatch And)		
	Communication)		

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GROUP 3600

RESPONSE TO OFFICE ACTION

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Office Action dated January 2, 2003, please amend the claims
and consider the following remarks.